



AHMED WAHBA

HOSPITAL OPERATIONAL MANAGER

ABOUT ME

- Forward-thinking with proven record of accomplishment in healthcare during 16-years career. driven and ambitions change manager dedicated to continuous business improvement focused on enhancing revenue and streaming business operations. focused on profit maximization through multifaceted business approaches.
- Resourceful operation executive with outstanding knowledge to develop and maintain healthy customer pipeline. ability to make thriving presentations and attract new business opportunities. expertly skilled in administrative duties, recruitment processes and making improvements to customer service
- Motivated operation management with 10 years of experience, recognized for assessing operational needs and developing solutions to save costs, improve revenues and drive customer satisfaction .resourceful and well-organized with excellent leadership and team -building record

WORK EXPERIENCE

Bashuib MEDICAL SERVICE

2018-2024

business develop manager

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.
- Monitor brand consistency across marketing channels and materials.

Yemen consultant hospital

2016 - 2018

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- responsible for overseeing all aspects of the administrative operations, including preparation and implementation of administrative policies, plans, monitoring and evaluation reports, for the different sections and units of the Administration Department, using the best available methods and tools.
- Functioning as a member of the senior management team, responsible for instituting systems that provide effective internal management. direct responsibility for managing and providing strategic leadership and oversight to assigned departments and participates in the general management of the hospital close support of the President.
- drive customer satisfaction while maintaining a reasonable cost structure.
- responsible for ensuring compliance with governmental and management expectations.
- Assures protection for the assets of the business through internal control, internal auditing and assuring proper insurance coverage
- play a significant role in the future development of the Trust and the services it provides.
- making sure that the day-to-day business operations of the medical facility run smoothly and efficiently.
- enforces the hospital's policies and procedures, and manages human and material resources, to ensure patient and doctor satisfaction, high employee morale, and hospital profitability.
- Responsible to the higher management for the overall operations of hospital

CONTACT

☎ 01115934026

✉ wahba5646@gmail.com

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EDUCATION

2024

- Doctorate of Business Administration

2020

- Master of Business Administration

THE ARAB ACADEMY FOR MANAGEMENT

- (BA) in arts
- Ain shams university

SKILLS

- Developing business plan
- Business management and development
- Leadership
- Critical Thinking

LANGUAGES

- English (Fluent)
- Italian (Basics)

Polyclinic director

- Accomplishes admissions human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Manages the day-to-day operations of an outpatient care.
- Meet and greet patients and visitors in a warm, respectful and courteous manner at all times.
- Ensuring that the Hospital Private OPD is run efficiently and effectively, as a business/revenue Centre, which generates income above expenditure, with due regard to patient Care and quality services that promote patient attraction, retention and Patient satisfaction.
- Provide efficient and effective administrative support, when patients arrived in a department.
- To ensure consistent and effective support supervision of operations and staff towards
- Respond to all enquiries regarding hospital facilities or re-direct enquires to the correct
- Deal with all Reception queries and complaints in a courteous and timely manner Ensure quality and quick service delivery
- Make follow-up bookings for patient after appointment
- Action all requests from patients, doctors, and visitors to the hospital
- To ensure that payment are being received from every patients in respect of hospital's OPD
- Responsible for ensuring that high quality patient care is given and monitor patient volumes, quality of care, and
- Performance of staff to identify areas for improvement.
- Try to achieve patient's expectations with regard to clinical care and service delivery. Coordinate of the various services at the Hospital - clinical, laboratory, pharmacy, nursing, front office, accounts etc.
- To ensure that patient list is getting updated on daily basis on HIS.
- Promotes and facilitates excellent patient records and documentation by acting as in charge of Medical records section for the hospital
- Other jobs may be assigned by the Management from time to time.
- Making schedules and dates of outpatient Doctors with the participation of the medical board.
- Work performance ratios and submit reports to the top management.
- Supervising the flow of the patients to the various clinics.
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- Preparing and maintaining the on-call schedule.
- Supervising the work flow within the clinics including patient screening and assessment.
- Providing objective, meaningful feedback to staff regarding performance
- Collaborates with other staff members to facilitate provision of patient care.
- Coordinating Clinician, Physician and Clinic Assistants schedules.
- Tracking and managing vacation, sick leave utilization and time and attendance
- Ensures staff have tools and resources necessary to do their jobs.
- Maintains strict confidentiality regarding patient information
- Maintain quarterly medical inventory, storage areas, and emergency kit.
- Arrange for routine equipment servicing and prompt repairs when needed.
- Planning and operating new projects to increase profitability and revenue plans clinics.
- A review of the patient flow within the clinics and to make adjustments with the presence of new projects and new visions to reach the best level of service provision.
- Constant review with all departments involved in the work in clinics and managers work meetings with relevant departments on a regular basis.

AR manager

- Prepare summary of AR Daily and Monthly Collection Reports with histories and appropriate adjustment of accounts balances.
- Prepare Business Report related to Net invoicing for comparison purposes
- Prepare Business Growth between the years and analysis thereon
- Prepare gross Created Discount and Net Billing Report of Insurance Companies
- Prepare of Comparison Report regarding billing, also category wise
- Keep and maintain records of payments from all clients
- Keep track of outstanding balances for all clients
- Keep and maintains separate records for all insurance companies along with summarized report for each insurance client.
- Maintains manual statements for each client with the update information such as adjustments, offsetting received payments.
- Prepares and reconciles insurance company payments
- Calculate and prepares reimbursement billings and tracks receivables, reconciles monthly accounts receivable.
- Checking and Monitoring of Rejections and Reconciliations thereon.
- Checking of covering letter and aging of accounts including posting of invoices
- Notifies receiving claims from companies
- Checking of account payments, prepares reconciliation/adjustment statements passing it to clients
Accounts Manager
- Maintains central responsibility for collection of all the hospital's receivables
- Develops and maintains the policies and procedures relating to receivable management
- Initiates bad debt write off, invoice adjustment, and credit note processes within the General Ledger.
- Provides advice to receivable collection strategies where appropriate.
- Co-ordinates the activities of debt collection agencies.

Admission and discharge supervisor
Saudi German health

2010 - 2013

- Facilitate monitoring in-patients daily charges and signs on patient reminders for bills exceeding 5,000 S.R.
- Double-checks invoices of discharged patient on account signing and confirming its accuracy before sending to Client Account Management for collection of payment.
- Coordinates with higher management for inpatient discount approval and other decision-making on related problems that may arise during the day. In his/her designates the second-man-line to handle such decision-making.
- Reviews and confirms accuracy of data on birth notification or death notification prior to releasing to the patient or relative.
- Coordinates and monitors patients' accommodations for ready occupancy.
- Coordinates and seek re-approval from higher management i.e. Chief Operating Officer (COO) on discounts or package deals away from system.
- Prepares duty roster for the staff of the department ensuring full staff coverage.
- Set as example for colleagues to follow in reporting to duty and completing all assigned jobs on time.
- Calls for regular meeting with staff to discuss work-related issues; identify barriers to improve the service; and establish better communication

Genaan Company
Administration head section

2008-2010

- Work with matters relating to personnel - interviews for employment, leave, salaries and so on.
- Tasks would include the following:
- Responsibility for the overall work performance of a company.
- Management of office environment.
- Gathering, adapting, storing and distributing information within the company using information systems.
- Providing specialized support to other departments and managers.
- Providing document and telecommunication management.
- Planning, organizing, providing leadership and controlling all administrative functions